

Abstract of the Disclosure

An integrated order manager (IOM) is used to provide a single ordering platform for telecommunication service customers. The customer is provided direct access to the platform and is able to retrieve his current customer profile associated with the

5 telecommunication service provider. The customer is presented with a series of web pages that allows the customer to add/delete/modify various service offerings, without the need to interface with the different departments within the company (e.g., data vs. voice, local vs. long distance).